

## **FINANCIAL SERVICES TECHNICIAN**

### **DISTINGUISHING FEATURES**

The fundamental reason the Financial Services Technician exists is to perform varied para-professional tasks of a technical nature providing support and maintenance to a system in Purchasing, Risk Management, or Accounting. This classification is not supervisory. Work is performed under general supervision and is supervised by a manager in the assigned division.

### **ESSENTIAL FUNCTIONS**

Prepares and maintains a variety of management reports using system software report generators. Analyzes reports for highest level of quality and relevance.

Maintains integrity of database for system, reviews printed results and on-line data, and enters corrections into the system to maintain quality data to meet customer service expectations.

Provides training and guidance to employees within the work unit and to other City departments that access the system and its data.

Automates manual functions using a variety of computer software products.

Takes ownership of all other technical tasks and other duties, as assigned.

#### **Utility Billing Assignment**

Assists in evaluation and preparation of water, sewer and solid waste reports and recommendations for utility billing policies and procedures manual.

Performs uploads/downloads and transfers of data files from/to various systems (AccuMail, Unisys mainframe via Demand and PC's etc.)

Verifies that all journal entries and adjustments to the financial system are entered, posted and properly logged in order to maintain data integrity in the financial system.

Acts as a back-up to the Lead Customer Service Representative for scheduling and initiating running of computerized jobs, creating and verifying computer controls, and verifying that all journal entries and adjustments to the system are entered, posted and properly logged in order to maintain data integrity of the system.

#### **Purchasing Assignment**

Researches payment and receiving history on purchase orders.

Verifies change order and contract modifications and enters them into the system.

Assigns vendor numbers and addresses.

Researches and makes adjustments to warehouse items and verifies accuracy.

Creates written documentation for systems and procedures.

#### **Accounting Assignment**

Schedules and initiates running of computerized jobs.

Assists in monitoring Citywide departmental patterns through expenditure and revenue budget reports and preparation of budget review materials.

Assists in evaluation and preparation of budget reports and recommendations for budget policies and procedures manual.

Coordinates the receipt of data files in multiple formats from various departments including, but not limited to: Parks, Customer Service, Purchasing and Housing. Manipulates the data files using various software programs in preparation for input into the financial system.

Performs uploads/downloads and transfers of data files from/to various systems (SmartStream, Unisys mainframe via Demand and Mapper, Network and PC's etc.)

Prints, orders and monitors the check stock for all accounts payable checks on a daily basis. Electronically transmits a daily bank file after the data integrity has been properly verified.

Verifies that all journal entries and adjustments to the financial system are entered, posted and properly logged in order to maintain data integrity in the financial system.

**Risk Management Assignment**

Update the Intranet site as needed.

Enter and update all the general liability claims in RiskMaster as needed.

Creates all evacuation plan schematics.

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Knowledge of:

Office procedures and methods.

Research techniques and report preparation.

Forms design.

Depending on assignment: Utility Billing computerized billing system, RiskMaster Database, municipal purchasing, payroll, accounts payable/receivable, and general ledger systems.

Ability to:

Make relatively complex testing revisions and enhancements to the computer system.

Make mathematical calculations and draw logical conclusions.

Comprehend and make inferences from complex written material and verbal and/or written instructions.

Prepare reports with clearly organized thoughts using proper sentence construction, punctuation, grammar and present information verbally and in writing to subordinates, other City staff and the public.

Communicate effectively and courteously both orally and in writing to customer requests on the phone and in person.

Establish and maintain effective working relationships with co-workers and City employees at all levels.

Use a personal computer and a variety of computer software that requires continuous and repetitive arm or hand and eye movement.

Maintain regular consistent attendance and punctuality.

### **Education & Experience**

Any combination of training and experience equivalent to two years of responsible experience in an automated accounting, contract administration, risk management, purchasing or utility billing environment including technical knowledge of existing computerized billing systems.

FLSA Status: Non-exempt

HR Ordinance Status: Classified